Council-Manager Memo #91
Friday, December 14, 2012

CHARLOTTE.

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WEEK IN REVIEW:

Mon (Dec. 17)	Tues (Dec. 18)	Wed (Dec. 19)	Thurs (Dec. 20)	Fri (Dec. 21)
12:00 PM Council Budget Retreat, Room CH-14 4:00 PM Council Meeting with Waters Consulting Group, Room CH-14 5:00 PM Zoning Meeting, Room CH-14		12:00 PM Community Safety Committee, Room CH-14	12:00 PM Economic Development Committee, Room CH-14	

CALENDAR DETAILS:

Monday, December 17

12:00 pm Council Budget Retreat, Room CH-14

4:00 pm Council Meeting with Waters Consulting Group, CH-14

5:00 pm Council Zoning Meeting, Room CH-14

Wednesday, December 19

12:00 pm Community Safety Committee, Room CH-14
AGENDA: Pedicab regulation; Focus Area Plan update; 2013 proposed meeting calendar

Thursday, December 20

12:00 pm Economic Development Committee, Room CH-14
AGENDA: SBO program revisions; CRVA annual report

December and January calendars are attached (see "2. Calendar.pdf").

AGENDA NOTES:

Agenda Item #21 – Property Transactions (Condemnation of 3826 Raleigh St.)
Staff Resources: Laura Rushing, E&PM, 704-336-3122, lrushing@charlottenc.gov
Becky Insogna, E&PM, 704-432-0314, binsogna@charlottenc.gov

At the December 10, 2012, Council meeting, City Council considered a condemnation resolution for a permanent easement and temporary easement for the Blue Line Extension project on a property owned by SRI Holdings. This property is used primarily as a scrap metal yard. Photos of the property and images which describe the areas needed by the City are attached **(see "3. Raleigh Street.pdf").**

Council deferred their decision after hearing from the property owner's attorney. The attorney stated that the property owners were out of the country on December 10, that the owners had been given too little time to respond to the appraisal, and requested Council deferral.

The attorney listed several concerns on behalf of the property owners:

- A concern that the appraised value is too low. The appraised value for the easements is $26,750 and the property owner's counteroffer is $98,000.
- A concern that the business will lose income or profit because of the acquisition.
- A concern that consideration is needed to relocate the business or at least the materials currently stored on the easement area.

Staff has researched the concerns. The City appraisal was conducted by two certified members of the independent Appraisal Institute. The counteroffer and appraised value are too far apart for a negotiated settlement. If a condemnation process is begun, negotiations will continue and, if needed, the property owner will have ample opportunity to present his concerns about the appraisal to the courts.

Regarding business loss, per federal regulation the appraiser cannot consider and the City cannot compensate for loss of business income.

Regarding relocation, the City will compensate for appropriate relocation of the materials currently stored on the easement area to another part of the large property. The City already has obtained quotes for this relocation expense. The City is also seeking quotes from firms who can help the property owners determine to where the items might be relocated on the property.

City staff has also requested information from the property owners to help determine whether the acquisition will result in a loss substantial enough to support relocation of the entire business. If the City and the FTA determine there is substantial loss, the City could compensate for moving expenses and certain other expenses to support the total relocation. However, the property owner would be responsible for selling the remainder of the property. All of these relocation questions can be finalized during and after the condemnation process which will set the compensation amount.

Staff will meet with the property owners upon their return to town late Friday afternoon.

INFORMATION:

Council-Manager Memo and Council Packet Delivery Schedule During Holidays
Staff Resource: Wilson Hooper, City Manager's Office, 704-336-8774, whooper@charlottenc.gov

Due to the City's holiday schedule, the Council-Manager Memo and Council packets will be produced and delivered on an alternative schedule the next two weeks. The CM-Memo/mail packet will be produced once next week, on Wednesday, December 19 and once the following week on Friday, December 28.

City Land Development Customer Satisfaction Survey
Staff Resources: Laura Harmon, Planning, 704-336-4565, lharmon@charlottenc.gov
Mike Davis, CDOT, 704-336-3938, madavis@charlottenc.gov
Dave Weekly, E&PM, 704-336-4103, dweekly@charlottenc.gov

City land development services conducts a customer satisfaction survey every two years, the latest covering the period June 2010 to June 2012. The report measures three core aspects of the customer experience:

- Staff – Professionalism, listening, understanding, responsiveness.
- Process – Timeliness, ease of access, ability to quickly get help.
- Service – Satisfaction with specific services, consistency from plan review to inspections, clarity/quality of comments, respondent's overall willingness to recommend the City.

Results were based on responses from 124 developers, designers and contractors. This represents a positive response rate of 15.2% and is a significant increase in responses compared to 69 in the 2010 survey.

Highest satisfaction levels were related to City staff being consistently courteous and professional; and the benefits of pre-submittal meetings. Lowest satisfaction levels were related to the timeliness of the process. Areas with lower satisfaction are being reviewed and addressed by staff.

The survey results will be discussed with the Subdivision Steering Committee on December 19. The full report is attached **(see "4. Land Dev survey.pdf").**

Report on Ordinance Alignment Initiative, Phase I

Staff Resource: Laura Harmon, Planning, 704-336-4565, lharmon@charlottenc.gov
Mike Davis, CDOT, 704-336-3938, madavis@charlottenc.gov
Dave Weekly, E&PM, 704-336-4103, dweekly@charlottenc.gov

Planning, CDOT and E&PM staff have been working closely together on an initiative to align ordinances governing land development in Charlotte. The report on Phase I of the Ordinance Alignment Initiative is now complete, identifying and prioritizing the ordinance issues to be addressed. A summary of the report is attached **(see "5.Ordinance.pdf").**

The ordinances include Subdivision, Tree, Erosion Control, Post-Construction Control and Zoning, each of which helps ensure land development protects the public and provides comprehensive infrastructure. But the ordinance requirements are also numerous, complex and administered across several departments, so it is in the City's interest to see that, together, the ordinances support and complement a common vision. This initiative seeks to eliminate ordinance misalignments, overlaps and gaps, and improve flexibility, predictability and clarity.

Through collaboration among the three departments and with the development community, staff has identified the top three misalignments for improvement:

- Establishing consistent requirements for sidewalks and frontage improvements.
- Evaluating strategies to achieve multiple common green space goals.
- Reevaluating street design requirements in environmentally critical areas.

Among other service improvements identified in Phase I:

- Sustaining a collaborative relationship among management of the three departments.
- Conducting staff training around key goals.
- Developing shared Balanced Scorecard targets for land development activities among the three departments.
- Reevaluating the format and structure of stakeholder committees to improve collaboration between staff, the development community, and community representatives.

The Phase I report will be discussed with the Subdivision Steering Committee on December 19.

Phase II has begun and includes planning for ordinance revisions, staff training, process improvements and development of a framework to increase administrative flexibility in applying ordinance requirements.

ATTACHMENTS:

November 1 Economic Development Committee Summary **(see "6. ED Summary 11.1.12.pdf")**

November 14 Community Safety Committee Summary **(see "7. CS Summary 11.14.12.pdf")**

November 19 Environment Committee Summary **(see "8. ENV Summary 11.19.12.pdf")**